

## ABSTRACT

**THE RELATIONSHIP AMONG NURSING SERVICES AND EXPECTATION WITH PATIENT SATISFACTION IN INPATIENT UNIT OF AIRLANGGA UNIVERSITY HOSPITAL SURABAYA**

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**Introduction.** Nursing services is perceived performance or services given by nurses to patients (consumers) in the form of caring, collaboration, velocity, empathy, courtesy, and sincerity. Services provided will be assessed based on patients expectation (comparison standard) as a standard to determine patient satisfaction and disconfirmed or called perceived disconfirmation. Expectations are met (confirmation) is when patients are satisfied. Expectations are not met (disconfirmation) is when patients are unsatisfied. **Metodh.** This study was using descriptive correlation research design with cross sectional approach. The population was patients in inpatient unit class 2 and 3 in Airlangga University Hospital with total sample 68 respondents, taken according to consecutive sampling technique. The variable in this study was nursing services, expectations, and patient satisfaction. Data were collected using questionnaire and analyzed using the Spearman rho with a significance level  $\alpha=0.05$ . **Result and Analysis.** The results showed relationship among nursing services ( $p=0.026$ ) and expectations ( $p = 0.000$ ) towards patient satisfaction. In conclusion, nursing care that provided has met patient satisfaction and patient expectations have also been met (confirmation) when patient satisfied. **Discussion.** Quality in nursing services which met the hospital's standard (perceived performance), based on Woodruff and Gardial satisfaction theory could increase patient satisfaction (confirmation). Patient expectation (comparison standar) which already met could increase patient satisfaction (confirmation).

**Keywords: nursing care, expectations, satisfaction, patient**